

VIRGINIA DEPARTMENT OF EDUCATION

EDUCATIONAL INFORMATION MANAGEMENT SYSTEM
(EIMS)

STI SPLIT PROCEDURES

Please note: All documentation and procedures are subject to change throughout the VA EIM

Revised 2/2006

Purpose: The purpose of this document is to record the process to request an **STI Split**.

Notification Process: A Division notifies Reporting Solutions that two students were incorrectly matched and assigned the same STI. The Division requests an STI split in order to provide a separate STI for each student.

1) The division should email this request to the Virginia EIMS Support Team at:
reportingsolutions@pearson.com

2) The email should include the following for both records:

- STI
- First name
- Last name
- DOB
- Local Student ID
- Division name or code of both affected divisions

3) To expedite the process, divisions should also send Reporting Solutions the file names and the dates the files were initially sent to VA EIMS,

4) Once Reporting Solutions receives this email they will:

- Open up a service ticket
- Reply to the division that they have received their request
- Provide the division with the service ticket number
- Inform the division that this process could take up to 2 business days as a worst case scenario.

5) PEM processes the request.

6) For record purposes, the student with the longest history with that STI will keep it and a new STI will be issued to the other student.

Method of Delivery: The STI data previously provided to the division in File Management will be adjusted to show the new STI.

1) Reporting Solutions will email the division with the status and instructions for downloading the file.

2) The division will access the new STI data through File Management using the download button.

3) Reporting Solutions closes the Service Center ticket after final confirmation from the division.